



IC Memorandum 15-37

Commonwealth of Kentucky
Personnel Cabinet
Department of Employee Insurance
2nd Floor, State Office Building
501 High Street
Frankfort, Kentucky 40601

Website kehpn.ky.gov

To: KEHP Insurance Coordinators (ICs)
From: Department of Employee Insurance (DEI)
Re: Transition Services with Humana Medical Insurance End Dec. 31
Date: December 1, 2015

As part of their contract transition period with the Kentucky Employees' Health Plan (KEHP), Humana has continued to provide **medical customer service and claims** processing support for prior plan years during 2015. **On December 31, 2015 all transition services end.**

The Humana medical customer service phone line, 877-597-7474, will shut off effective close of business Dec. 31. Midnight Dec. 31 is when Humana will have finalized their contract responsibilities to respond to customer service calls and process prior year medical claims.

Please note this **does not impact HumanaVitality services**. HumanaVitality continues to provide wellness services to KEHP members. The HumanaVitality customer service phone line, 855-478-1623, is not impacted.

